AVAILABLE ALTERNATIVES TO RESOLVING PRODUCT DISPUTES WITH WHIRLPOOL CORPORATION

We expect to be able to resolve any problems you may have with either the performance of our products or service on them in one of the several ways referred to in our Product Warranty. However, there are two alternatives available should you ever feel that we have not handled your particular problem in a manner satisfactory to you, either during the warranty period or after the warranty has expired. The first is the Major Appliance Consumer Action Panel (MACAP) and the second is your local Better Business Bureau (BBB). Both organizations are structured to assist consumers in resolving certain types of disputes with appliance manufacturers.

Major Appliance Consumer Action Panel
20 North Wacker Drive
Chicago, Illinois 60606

Better Business Bureau
(See your telephone book) or contact the
Council of Better Business Bureaus, Inc.
1150 17th Street NW
Washington, D.C. 20036

MACAP is an independent volunteer organization which serves as a direct communications channel between the consumer and an appliance manufacturer. MACAP receives product and service complaints from owners of *all* brands of major appliances. MACAP reviews the facts in each appropriate case and makes impartial recommendations for both consumer and manufacturer on the best method for resolving the consumer complaint.

The **BBB** is an independent, non-profit organization sponsored by membership dues or subscriptions from responsible business and professional firms. In many cities throughout the country, the BBB provides both an informal complaint resolution service and a more formal consumer arbitration service.

Whirlpool Corporation fully endorses the Arbitration Program of the BBB, and has agreed to abide by the uniform rules for a National Program of Arbitration for Business and Customers established by the Council of Better Business Bureaus, Inc. in resolving disputes not exceeding $500 with owners of WHIRLPOOL appliances.

If you do decide to write either MACAP or BBB, please provide: your name, address, telephone number, type of appliance, brand, model, serial number, date of purchase, the dealer's name and a complete description of the problem. This information is needed in order to better respond to your request for assistance.

Whirlpool CORPORATION

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